



National Finance Center Customer Notification

Date of Notification: February 8, 2012

**Subject: 2011 Personal Statement of Benefits (PSB) Customer User
Acceptance Testing - Update**

Database/Customer(s) Affected: All

Dear Customer:

This is an update to the customer notification dated January 10, 2012. The National Finance Center (NFC) will conduct a Customer User Acceptance Test (CUAT) of the 2011 Personal Statements of Benefits (PSB). To provide agencies with the opportunity to verify the statements, we are requesting Social Security Numbers (SSNs) to cover all conditions. **Agencies with special PSB requirements must ensure an adequate number of SSNs are provided to cover all special PSB requirements.** Submit SSNs to Customer.Support@usda.gov **in an encrypted, password protected document** no later than Monday, February 13, 2012. Please provide the password to your Client Management Branch Customer Service Representative.

The CUAT will begin on Wednesday, February 22, 2012. For data validation, NFC will provide hardcopy PSBs to the testing community to review. It is critical to provide timely feedback of all issues found in order to resolve, and if needed, recreate a subsequent set of PSBs. The testing period will run through Friday, March 2, 2012.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at Customer.Support@usda.gov.

JFF/ M5-12-056

"Tip of the Week"

Agencies should remind employees to keep their mailing addresses current, as thousands of statements are being forwarded to new addresses on file with the post office, but the NFC database still contains old addresses.